



HOMESTAY POLICY & TERMS – Rill Top Home Stay, Varayal, Wayanad.

The Guest(s), visiting and/or staying at the homestay, automatically agree to the homestay policies, terms, and conditions mentioned below upon check-in. The same is also available at www.rilltop.com

TARIFF & KEYS

The tariff is for your room only. Please ensure that your bill reflects the correct tariff. Guests should obtain the keys from reception only. Per Occupant, only 1 Key would be issued. Always carry a Key during your stay. Upon Check-Out, all keys are to be handed back to the Front Desk. In case keys are lost, the amount shall be payable.

BILLING

Please insist on a bill If the booking is via the homestay website www.rilltop.com or directly on the phone or walk-in at the front desk, and also ensure that a valid bill is printed and obtained.

IDENTIFICATION (ID) & REGISTRATION POLICY

Valid government-issued, photo identification is required at check-in for each occupant of the room bearing the address of the guest. The identity proof would include a valid driving license/voter identity card / Aadhaar card etc. PAN Card is not accepted. A valid passport is mandatory for all foreign national guests. A passport should have a valid visa. In complete detail, the Guest Registration Card has to be filled out by the Guest, failure to do so may result in dishonor the booking.

NUMBER OF GUESTS IN ROOM / VISITORS POLICY

The maximum number of guests that are allowed within the room, is the number and names of guests that have been paid for while reserving the room. Visitors are not permitted into the room zones and/or rooms. If any visitor has come to meet room guests, the meeting should be done outside the home. Guests bringing in “solicited/paid guests” or “anti-social elements” are not permitted, and the homestay reserves the right for such guests to leave the homestay premises. Visitors shall not be permitted between 11.30 pm to 7 am, and if found occupying the room without information to the desk, then charges of Rs 2500 + Tax per unauthorized occupant shall be payable by the guest. Select objectionable cases may be reported to the local Police station for necessary action.

CHECK-IN – CHECK-OUT POLICY

Check-In: 12 Noon & Check-Out: 10 am. If the guest wishes to stay up to 6 pm and the room is available, the guest will be charged half the normal daily rate for the room. Beyond 6 pm check out, the full day tariff shall be levied. Late Check out is subject to availability only.

EARLY ARRIVAL POLICY

Early Check-In can be requested while making your reservation or by contacting the Front Desk before your arrival. Early check-in is based on availability only and can't be guaranteed. Before 8 am, Early Check-Ins will be on a full-day chargeable basis deemed held from the previous night.

EARLY DEPARTURE POLICY

Upon Check-In, guests will be asked to confirm the departure date. Changes to the departure date may be made without penalty if the rate plan permits and if done before the end of the arrival day. An early departure fee may be applied if departing after confirming the departure date. Please contact the homestay duty manager for additional information.

PET POLICY

Pets are not allowed in guest rooms. Alternate accommodations for pets are not available.

ADVANCE POLICY

The homestay will collect 100% advance amount of the proposed number of room night stays upon check-in. In case of any extension in the dates of stay, further advance for the period shall be undertaken on the day of extension. The homestay reserves the right to itself to take action against the guest in case of any outstanding bills/amounts until the same is cleared.

LONG STAY GUESTS

Long Stay Guests i.e. guests staying above 10 nights, must periodically (every 5 nights) settle their outstanding balances against the room guest ledger folio. The homestay reserves the right to itself to take relevant legal actions in case of any outstanding bills/amounts until the same is cleared.

MAXIMUM OCCUPANCY POLICY

The maximum occupancy for a room is three persons. A family of two adults & two children is affordable in one room only if the children are below ten years.

CHILDREN POLICY

A maximum of 2 children below 10years stay complimentary in the room with the parents without any charges, provided no extra bed is used. A child above 10 years is considered an adult. Extra beds can be provided on request at a charge. Child age proof is required at the time of check-in.

EXTRA BED POLICY

Rollaway beds and mattresses are available for a fee. Availability is not guaranteed.

ACCESSIBILITY POLICY

The homestay has no accessible guest room (physically challenged room) and offers no wheelchair to assist guests when needed. Wheelchair subject to availability.

SETTLEMENT OF BILLS AND PAYMENT POLICY

Bills must be settled upon presentation by cash only. Guests paying in cash will be asked to pay the full accommodation rates. Personal cheques are not accepted.

SECURITY POLICY

The Homestay reserves the right to pass on all guest information to Police and or any other Investigating Parties. All guests are to allow their baggage to be checked by guards/scanner machines at check-in – check-out time. The Hotel also reserves the right to check guest luggage at any point time during the stay. Firearms, Explosives, Suspicious Materials, Hazardous Agents, Drugs, and Chemicals are not permitted. Licensed Firearms are to be declared to the homestay upon check-in.

FOODS & BEVERAGES

Foods & beverages containing alcohol & other drugs are not consumed inside homestay/ from outside & stay. Guests creating a disturbance to the neighboring houses shall be asked to vacate the homestay & any damage may cause a penalty.

AMENDMENT / CANCELLATION POLICY

All Reservations must be amended/canceled 48 hours before the planned date of arrival. Reservations canceled within 48 hours of the arrival date will incur a cancellation charge of one night. Peak season cancellation must be done at least 7 days before the arrival date to qualify for no cancellation charge. For a group of 2 rooms or more confirmation for the reservation would only be given based on advance payment. In case of a no-show or cancellation/amendment of the conference/group (in part or full), within 15 days or less from the date of check-in, a retention charge will be levied at the discretion of the homestay. In addition, should any participants check out early, retention will be charged for those nights booked, now being released due to the early checkout.

OTHER AREAS OF THE HOMESTAY

For other areas of the homestay such as, but not limited to –, Business Center, Halls & Terraces, Public Areas, Corridors, and Riverside any guest violating any rule/regulation or posing a hazard to the area shall be asked to leave the homestay premises. Throwing things into the river is a punishable offense. No homestay is responsible for accidents that happened in homestay & near the riverside. Safety is on your side.

VISITORS BELONGINGS

Visitors are requested to lock the door of their rooms securely when going out or when going to bed. The Homestay will not, in any way, whatsoever, be responsible for the loss or theft of visitor's / guest's goods or any other property not entrusted to the management or for damage thereof whether due to neglect of the homestay staff, agents, or any cause whatsoever including the theft or pilferage.

COMPANY'S LIEN ON VISITOR'S LUGGAGE AND BELONGINGS

In case of default in payment of dues by a guest, the Management shall be entitled to a lien on the baggage and belongings, to detain the same, and to sell or auction such property at any time after the date of departure without reference to the party and appropriate the net sale proceeds towards the amount due by the guest.

INTERNET AND WIFI POLICY

The hotel provides wired internet to homestay guests. The bandwidth is restricted and is meant for browsing only. Heavy file downloading is not permitted, and if found so, the facility may be withdrawn. Anti-social sites, banned sites, or immoral site browsing is not permitted. The homestay has the right to monitor the guest's browsing history for safety and security purposes. The guest must provide the mobile number to communicate the WIFI user id and password.

HAZARDOUS GOODS

Storing of cinema film, raw and exposed or any other articles of combustible or hazardous nature in guest rooms or storage is strictly prohibited.

DAMAGE TO PROPERTY

Guests will be held responsible for any loss or damage to the homestay property caused by themselves, their friends, or visitors, or for any person for whom they are responsible. The Homestay also reserves the right to call the Local Police Station in case of guests refuse to pay for the damage, including but not limited to, taking possession of guest belongings and detainment of guests until the matter reaches an amicable solution. Such guests will also be checked out, irrespective of the number of days of stay booked. The homestay also reserves the right to circulate the information about the incident, including the names of guests, to the Local Police.

MANAGEMENT RIGHTS

The Management reserves to itself, the absolute right of admission to any person on the homestay premises and to request any guest to vacate his or her room at any moment without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In default, the Management will be entitled to remove the luggage and belonging of the visitor from the room occupied by him or her and lock the room. The management also reserves the right to change any policies, rules, and regulations from time to time. In case of any dispute, the decision of the homestay will be considered final and binding. Any experience in the homestay premises is subject to Wayanad jurisdiction only.

LEFT LUGGAGE POLICY

The Hotel will keep left luggage only for a maximum of 24 hours, after which it reserves the right to dispose of the luggage or handover to the local police station and will assume no liability for the same in case it's lost, damaged, or mishandled. The Luggage will be checked by Hotel Security before being taken possession of the same.

GOVERNMENT RULES AND REGULATIONS

Guests are requested to observe the government rules & regulations in force applicable to India from time to time concerning registration, alcoholic drinks, firearms, etc.

SMOKING POLICY

Effective 2nd October 2008, the government has introduced “No-Smoking” legislation for hotels, restaurants, and all public places. Consequently, smoking is prohibited in all parts of the homestay except in designated bedrooms where smoking is permitted. Smoking in other forms (beedis, hookahs, sheeshas, etc) is not permitted within the homestay premises.

CURRENCY FLUCTUATIONS

Rates confirmed in USD may be converted to local currency by the homestay at your time of stay, based on the exchange rate used by the homestays, and are subject to exchange rate fluctuations. Credit cards are not accepted.

ALCOHOL POLICY

Alcoholic beverage service is restricted to those 21 years or older with valid identification.

PARKING POLICY

The Homestay provides parking, however, parking is solely at the vehicle owner’s risk and the homestay assumes no liability for any loss of belongings, or loss of / damage to the vehicle.

LOST AND FOUND

Any items, left behind by the guest, should be informed to the Front desk immediately via email. In case the guest does not contact the homestay, the homestay reserves the right to dispose of the same without any liability to the homestay.

RELATION BETWEEN THE COMPANY AND VISITORS/GUESTS

Nothing herein mentioned shall constitute or be deemed to constitute any form of tenancy or subtenancy or any right of tenancy or any right of sub-tenancy or interest in the homestay premises or any part or portion in favor of any guest/visitor or resident and the homestay shall always be deemed to be in the full and absolute possession and control of the whole of the Homestay’s premises.

RIGHTS OF ADMISSION RESERVED

The Homestay, and the entire building as a facility complex, is a Private Property, for which “Rights Of Admission Are Reserved”. The Management can ask any guest to vacate/leave the premises on grounds of disturbance or posing a threat to the Employees/ Other Guests, or Violating any policies/terms of the Homestay.

AMENDMENT OF RULES

The Management reserves the right itself to add, alter or amend any of the above terms, conditions, and rules.

INFORMATION

For more information, please contact the help desk members

Website: www.rilltop.com

Mobile no. +91 9495144463

+91 9400636448

Email: rilltopstay@gmail.com

Address: RillTop homestay, Varayal, P. O, Wayanad, Kerala, 670644

WISHING YOU A PLEASANT STAY!